

Disclosure of Service Guidelines and Privacy Policy

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This site at times may provide links to other company websites and resources as information and convenience to you. We are not responsible for the accuracy, quality or suitability of any linked websites.

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Cookies

We use “cookies” to collect information about you and your activity across our site between our website and your computer. A cookie is a small piece of data that our website stores on your computer, and accesses each time you visit so we can understand how you use our site and serve you content based on preferences you have specified.

If you do not wish to accept cookies from us, you should instruct your browser to refuse cookies from our website, with the understanding that we may be unable to provide you with some of your desired service without them.

Collection and Use of Information Online

From time to time we may receive and store personal information you enter onto our website, provided to us directly or given to us in other forms. You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys

and/or promotions, provide financial or credit card information, or communicate with our customer support.

AJ Remedial Massage collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Act.

We may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

Online Security

We take security seriously, and do what we can within commercially acceptable means to protect your personal information from loss or theft, as well as unauthorised access, disclosure, copying, use or modification. That said, we are limited and advise that no method of electronic transmission or storage is 100% secure, and cannot guarantee the absolute security of your data.

Accuracy of Resources

Resources provided on our websites could include technical, typographical, or photographic errors. AJ Remedial Massage does not warrant that any of the materials on its website are accurate, complete or current. Although we may change information contained in the resources we supply at any time without notice.

Your Privacy

We are required by law, as detailed in the [Privacy Act 1988 \(updated June 2021\)](#), to comply with a strict code of conduct to maintain the privacy of all personal information on record. We are bound by the [Australian Privacy Policies \(APPs\)](#). Our privacy policies comply with the privacy principles set out in the Privacy Act and explains how we apply them in practice. We follow a strict [code of ethics and practices](#) as detailed by the our Association. Codes of Conduct are laid out in relation to services as provided by self-regulating health professions including therapeutic massage.

Service Guidelines

Collection and use of Your Personal Information

Your information may be collected directly from individual application forms, workshop registrations, newsletter subscriptions, correspondence, phone calls and e-mails.

The types of personal information we may collect about you include:

- your name;
- your contact details, including email address and/or telephone number;
- credit card details

Record Keeping

Conscious recording of current client personal information, needs, support and interventions is part of the practitioner's duty of care to the client. We collect, hold, use and disclose records and personal information for the following purposes:

- Keeping of client history and current status
- Professional Associations, Regulation bodies and Insurance Companies require accurate and appropriate recording keeping

- To support and ensure quality service delivery and Continuity of Care for our Clients
- To assist in making appropriate referrals to other Health Professionals
- To contact and communicate with you including for Marketing Purposes

In addition to these reasons Practitioners keep well documented records for help protect themselves for Legal and Ethical Reasons and other Insurance purposes.

Disclosure of Information

Client information should only be used for other purposes, including research, where the client's informed consent has been obtained.

It is also your right to know what kind of records are being kept and at times you may wish to access your records. The request for access to personal information must be made in writing and the request will be processed in accordance with the Privacy Act. In the event you wish to access your records you can do so in writing by sending an email to ajremedialmassage@gmail.com

Individuals are also entitled to change incorrect or out of date information.

Storage and Confidentiality of Client Records

Client records are securely stored at all times to ensure confidentiality. The entire process of collection, storage, transfer and use of personal information will be undertaken in a secure manner such that it fully protects all personal and sensitive information.

On the cessation of services with AJ Remedial Massage, the personal information will be held securely for as long as it is prudent and disposed of appropriately in accordance with the Privacy Act.

At times it may be necessary for practitioners to disclose part of their client records to other parties. Informed Consent will be obtained in cases where personal information is required to be disclosed. In some circumstances personal information will be removed and records de-identified to protect client confidentiality.

It may be necessary for practitioners to disclose client records, or information about a client, to third parties where there is a direct and imminent threat to the safety or health of the client or of another person. For example, a practitioner may be required to provide information to protect the client from suicide or self-harm, to assist in the care or treatment of the client, or to prevent harm to another person.

Agreements about confidentiality continue after a client's death unless legal or ethical considerations demand otherwise.

Feedback and Complaints Process

Your feedback is important to us. Whether it is regarding our website or the services we offer, feedback helps us provide you with a great service and make improvements when necessary. If you have a suggestion, wish to give feedback or a complaint, we would like to know.

Clients are encouraged to take up the issue in the first instance with their counsellor. Clients may make a complaint verbally, in written form, both electronic and postal.

Email: ajremedialmassage@gmail.com or

Postal: Annette James (AJ Remedial Massage) c/- Redland City Boxing Gym 77 Shore St West Cleveland

Failing a satisfactory resolution for your complaint you can request details of external organisations who will be able to hear your complaint. This may include but is not limited to:

- Mentoring and Education Bodies
- Professional Associations
- Commonwealth Ombudsman and other overarching Government Organisations

Modifications and Revision

We may revise these terms of service for our websites and services at any time without notice.

By using this website you are agreeing to be bound by the then current version of these terms of service.

Updates: October 2021